

## BUSINESS SYSTEMS/QUALITY REVIEW COORDINATOR

Job Code	Pay Grade
10798	CL18

### Nature of Work

This is administrative, technical, and professional analytical work requiring an incumbent to plan and coordinate department information system activities, as well as implementing continuing improvements to financial, or business operations processes while assuring compliance to organization directives, regulations and respective agency or business plans. An employee in this class serves as a department expert on information systems, databases, billing processes and regulations, conducts needs assessments in connection with these activities, and makes recommendations to management. Duties require a broad knowledge of business technology systems, technical support, networking, data processing systems, applications, as well as the capability to utilize report writing software to access information within a large information and financial system database. The incumbent reports directly to a senior department manager or designee.

### Minimum Qualification Requirements

- 6 years professional experience in the analysis and management of an information systems network's administrative and operational requirements for computer operations in a organization, department, or major subordinate organization; or
- Associate's degree with coursework in computer and information science, information technology, business administration, or related field and 4 years professional experience as described above; or
- Bachelor's degree and 2 years professional experience as described above; or
- An equivalent combination of education, training, and/or experience.

### Appointing Authority May Also Require

- Assignment to work a variety of work schedules including compulsory work periods in special, emergency, and/or disaster situations.
- Candidate may be required to actually demonstrate or be formally certified in one or more specific Information Technology (IT) functions.
- Other highly desirable knowledge, skills, abilities, and credentials relevant to a position.

### Illustrative Tasks (These are examples and are not all inclusive)

- Implements, monitors, and maintains policies and procedures, operations, trend analysis, process reviews and other assignments related to subject agency or department business operations.
- Implements, monitors, and maintains management information system assignments that include computer operations, relational data bases, data integrity, and system activities.
- Provides assistance to operating entities, divisions, or sections to provide services and support information processing needs and troubleshoots applications problems.
- Acts as liaison to vendors, contractors, and the County Information Technology department.
- Assists in the development, coordination, and implementation of training programs.
- Responds to calls for assistance with software/hardware problems; provides problem determination.
- Demonstrates technical proficiency with leading edge and established technology, operating systems, relational database management systems, and web technologies.
- Conducts system audits, prepares reports, and submits recommendations for management review.
- Produces statistical reports using a variety of software applications such as Crystal Reports, Access, or Excel for use by staff, supervisors, and managers.
- Creates reports and processes to improve efficiencies within business and financial operations and enhances operations.
- Establishes user accounts and access limitations to system resources and trains users to operate computer applications.
- May lead and supervise subordinate staff; conducts performance reviews, recommends discipline and other supervisory functions.

## BUSINESS SYSTEMS/QUALITY REVIEW COORDINATOR (continued)

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### Illustrative Tasks (continued)

- May perform a wide range of associated and related work with coordination or special projects, such as, analysis, operation reviews, report preparation, program planning, budget preparation, research, change initiatives, and group presentations.
- Performs related work and or special projects as assigned.

### Knowledge, Skills, and Abilities

- Knowledge of agency or department operations and subject matter area of assignment.
- Knowledge of office automation, statistical and word processing equipment.
- Knowledge of data analysis and research techniques, methods and processes.
- Knowledge and ability to troubleshoot and resolve routine software, hardware, and network problems.
- Knowledge of current technology, system languages and support and repair of hardware and software.
- Knowledge of project management and project control.
- Skill in verbal and written communication, and interpretation of unclear instructions or information.
- Skill as a technical consultant on office products, moderate through advanced stages.
- Skill in communicating and resolving user end network problems.
- Ability to apply computer applications and software.
- Ability to develop and update procedure and operational manuals.
- Ability to perform technical computations and analyses, generate reports, sort and categorize data, and produce reports using multiple software applications.
- Ability to understand and relate Medicare, Medicaid, and other applicable regulations to ambulance billing processes and procedures and ensure compliance.
- Ability to plan, assign, supervise, and evaluate the work of department personnel, as well as to establish and maintain effective working relationships with superiors, employees, and others.
- Ability to maintain detailed records, develop presentations of composite data, and perform comparative analysis of fiscal and operational performance data.
- Ability to analyze facts, lead individuals and groups to attain master plan objectives.
- Ability to apply diagnostic procedures on office products moderate through advanced stages.
- Ability to serve as a project leader for small to moderate upgrades and technology changes.

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Revised	EEOC Code	Overtime Code
02/16	Professionals	Classified